

Lyman Place, Norwood MA 02062

Administration Office:

165 Nahatan Street, Norwood, MA 02062

Phone: 781-762-1413

Fax: 781-762-9378

Hours of Operation:

Monday - Friday ☐ ☐ 7:00 a.m.☐ - 3:00 p.m.

[Mark Ryan](#) ,☐ Director of Public Works/Town Engineer

[Gary Schorer](#) , Assistant Superintendent of Public Works

[Cathy Traietti](#) , Business Manager

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The☐ Norwood Department of Public Works is responsible for the operation and maintenance of the Town's infrastructure in the areas of streets, sidewalks, sanitary sewers, storm drains, public shade trees, miscellaneous Town owned buildings and land, and various components of the Town's motor fleet. The DPW is also responsible for the Town's Highland Cemetery.

This information provides a general overview of our snow and ice program, frequently ask

The Town of Norwood's Public Works Department is responsible for removing snow from

The Public Works Department uses 5 large salt (de-icing) trucks to de-ice roadways. Whe

Many factors can determine the Town's response to a snow event some of which may inc

a). the temperatures before, during and after a storm;

b). the amount of accumulated snow;

c). the duration of the storm;

d). the road surface temperature; and

e). the weather forecast for the following days.

Plan of Operations:

1). When the snow starts falling, salt trucks are dispatched to apply de-icing materials such as

2). When 2-3 inches of snow has accumulated on the streets a snow plowing operation will be

3). Once the snow stops falling and the roads have been plowed the streets will again be

4). Department personnel will then clear intersections and plow sidewalks and parking lot

Black Road Policy:

Within four hours after the storm has ended it is the policy of the Norwood Public Works D

Parking Bans:

Norwood Town By-law (Article XII, Section 30) prohibits parking a vehicle on a stre

Norwood's Parking Regulations also prohibit parking of vehicles for longer than 2 h

Plow Damage:

The Town is not responsible for damaged lawns, sprinkler heads, fences, steps, trees or

The Town will be responsible for mailboxes that are physically hit by a plow. Howe

All plow damage must be reported to the Public Works Department by May 1. Damage

Residents are urged to place stakes with reflectors along the edge of lawns and the corne

Plow vehicles, while employed by the Town cannot be hired or requested to clear private

Sand / Salt Mixture for Residents

Norwood residents can pick up a sand/salt mixture at the Public Works Department. The

By-law – No Snow Deposited in Public Way

Norwood Town By-law (Article XII, Section 32) prohibits the depositing of snow or ice

Any such owner or agent violating this by-law shall be punished by a fine as well as

Good Neighbor Policy:

In the interest of you and your neighbor's personal safety, please shovel out nearby fire h



Neighbors Max Kane and Joey Ryan cleared this fire hydrant after the storm on March 7,

Please keep nearby catch basins clear of snow or ice to prevent street flooding during he

Frequently Asked Questions:

Q: Why do you wait to plow the snow off the streets?

A. After applying road de-icing chemicals, the Public Works Department waits for the che

Q. Do some streets receive priority during a snow storm?

A. Yes. Major (arterial) roads and hills are a top priority followed by service to arterial coll

Q. Do the sidewalks receive the same priority as streets?

A. No. The roads are a priority for public safety reasons. Only highly traveled and school

Q. Why is the snow pushed into my driveway?

A. This situation is unavoidable. The plows remove as much snow as possible to allow fo

Q. Why does my street always seem like it's the last one plowed?

A. Traffic volume is the primary factor for order in snow removal operations. You may

Please be patient

Q. Who determines the opening, closing or delayed opening of schools during a snow storm?

A. The School Department determines the opening, closing or delayed openings of schools.

Q. Am I required to shovel the sidewalk in front of my property?

A. No. Massachusetts General Law Chapter 40 Section 21 allows cities and towns to adopt

We do have an ordinance in the Town Bylaws, Article XII, Section 26, which requires any

Public Works does clear snow from 31 miles of sidewalks in Town. To ensure sidewalk routes
restraints prohibit that from occurring.

Winter Tips:

- 1). Pay close attention to weather forecasts. Be prepared by having enough fuel for your
- 2). Freezing rain and wet snow create the most slippery road conditions. Take your time.
- 3). When snow, sleet or freezing rain is forecast please stay off the roads, if possible.
- 4). For storm information concerning school or business closings please tune in to local te

To report unplowed or unmarked streets or road conditions, please call 781-762-1413 or email publicworks@norwoodma.gov

The Norwood Public Works Department would like to wish you a safe and enjoyable winter season.

WINTER STREET COMPOSTING FACILITY REGULATIONS

**The Winter Street Composting Facility is strictly
for the use of *NORWOOD RESIDENTS!***

Commercial, agricultural and industrial disposal is prohibited

Compost Facility permits are available from the DPW Administration Office located at the Norwood Civic Center at 165 Nahatan Street on Monday - Friday from 7:00 AM - 3:00 PM. Your vehicle registration is required. The permit will be issued for the vehicle shown on the RMV Registration. Permits for commercial vehicles will be issued on a case by case basis only. Landscape contractors, property managers and similar businesses are ineligible for facility access.

The sticker MUST BE AFFIXED TO THE LOWER LEFT CORNER OF THE WINDSHIELD.

Please note that the small, green paper permits

are no longer valid and access to the facility will be denied. The permit style was changed in October of 2010 to a yellow, square sticker that must be affixed to the windshield and is valid for the specific vehicle noted on it. While the sticker is still free to Norwood residents and doesn't expire, it allows us to better track the use of the Winter St. Facility and is required for entrance.

Compost Facility staff monitor all vehicles that use the facility and have been instructed to report anyone suspected of violating these regulations. Should it be determined that a violation of the rules and regulations has occurred, the following penalties will be imposed:

1st offense: A verbal and written warning will be issued

2nd offense: Forfeiture of Compost Facility Permit

Each vehicle using the Compost Facility is required to have a permit, which must be displayed. Vehicles without a permit will not be allowed to use the Facility. If your permit is lost, or you sell your vehicle, please visit the DPW for a new permit.

This is another one of Norwood's great assests. Please assist us in ensuring its continued success.

Thank you for your assistance and cooperation!

Leaf and Brush Disposal/Single Stream Recycling Dumpster

Open all year

All year long, residents may bring leaves, brush and grass clippings directly to the Winter Street Composting Facility on Saturdays from 10:00am to 3:30pm. There is also a dumpster for Single Stream Recyclables. Residents are allowed to dispose of excess single stream recycling materials and cardboard boxes that are too large to be put in your recycling cart.

Beginning July 1, 2012, residents

will be allowed to dispose of a maximum 3 bulky items per week, free of charge, or, they can arrange for a curbside pick up for a fee. See "Bulk Item Disposal Policy" on the Public Work web site for more detailed information

Please be sure to empty

the materials out of any plastic bags and to dispose of the bags in your regular trash.

The leaf composting pile is for leaves (loose or in biodegradable paper leaf bags), garden waste, and hedge clippings. Please: no rubbish, dirt or sod, stones, or brush.

The brush pile is only for brush and small shrubs. Maximum length allowed is 6 feet - maximum diameter is 8 inches.

Please: no landscape timbers, railroad ties, fencing, building debris, or other refuse.

Effective July 1, 2012 the Town will offer an additional option for residents to dispose of their 'bulky' items. (Bulky items are individual items that are too large to fit

into the household trash cart.) The Town will provide a dumpster at the Winter St. Compost Facility for residents to dispose of their bulky items free of charge. Residents still seeking curbside pickup must purchase a sticker (\$25 cash only) for each item being disposed of and then contact the DPW to request the pickup.

How to Drop Off an Item:

- **Residents must have a yellow Compost Facility Resident Sticker to enter the facility** . To obtain a sticker please bring your vehicle registration to the DPW office Monday through Friday between the hours of 7:00am and 3:00pm. There

is no cost for the sticker and it does not expire.

- The facility will be open on Saturdays year-round from 10am - 3:30pm.
- Residents will be limited to three (3) bulky items per week.
- An additional attendant will be on-site to monitor the disposal of items.
- A dumpster will be available for most items.

Metals and white goods (appliances) will be diverted to a separate area to be recycled.

How to Schedule a Pickup:

- Purchase a sticker (\$25 cash only) at the Town Hall payment window (Treasurers Office) for each item to be picked up.

- Residents will be limited to three (3) bulky items per week.

- White goods (appliances), TV's, computer monitors and metal items are picked up on Fridays. All other bulky items are picked up on Mondays.

- Contact the DPW (7:00am - 3:00pm, Monday through Friday) at 781-762-1413 to request the pickup. Calls received by

noon on Thursday (for Friday's pickup) or noon on Friday (for Monday's pickup) will be scheduled for the next pickup day.

- Place items curbside the night before (or first thing in the morning on the morning of) your scheduled pickup. Please do not place the sticker on the item any earlier than is necessary as items are sometimes taken prior to the scheduled pickup.

(Unused stickers with the backing attached can be returned to the Town Hall for a refund.)

What types of items can be disposed of? Items such as mattresses, couches, bureaus and bicycles would be considered 'bulky' items. Trash bags or boxes filled with materials would not be considered 'bulky' and are

not eligible for either curbside pickup or disposal at the Winter St. facility. A more extensive list of items and disposal options can be found by selecting 'Documents' > 'Public Works' > 'Bulk Item Disposal Options', or click here [Bulk Item Disposal Options](#)

Residents are encouraged to do the following:

- Take advantage of furniture/appliance companies who offer free disposal of mattresses, box springs and appliances (refrigerator, stove, dishwasher).
- When hiring a contractor to perform work at your home ensure that he/she is

responsible for the removal and disposal of any construction debris (windows, doors, carpeting, fencing).

Hydrant Flushing and Testing will begin in the Spring of 2013 on the streets noted below and will be conducted between the hours of 7:00 am and 3:00 pm. Some discoloration of

water may occur while hydrant flushing is in process. In the event that discoloration should occur, wait approximately two hours for disturbed sediments to settle then run cold water from the faucet nearest your water meter for five minutes. As a precaution, residents are urged to

check their water for discoloration prior to washing laundry. Should a load of laundry be stained by rusty water, contact the Public Works Dept. for recommended cleaning instructions.

HYDRANT FLUSHING

IS NOT SCHEDULED AT THIS TIME.

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The Town of Norwood's Cross Connection Control Program, as mandated by the Department of Environmental Protection, is a key element of the Water & Sewer Division's

operation. Norwood is committed to protecting the public water system from contamination due to backflow or backsiphonage of connections containing non-potable water.

Backpressure and cross contamination can occur when the pressure in equipment or a system is greater than the pressure in the drinking water system. Contamination can also occur when the pressure in the drinking water line drops due to

occurrences such as main breaks and heavy water demand causing contaminants to be sucked out from the equipment and into the drinking water system. Norwood's water system is protected by the control of actual or potential cross

connections through two programs:

- The elimination of existing or future cross connections through inspection and regulation of plumbing and water piping within a customer's premises.

- The proper installation and maintenance of backflow preventers on services to premises where actual or potential cross connections exist to prevent backflow or backsiphonage of

contaminants or
pollutants from the
customers' premises
into the public water
system.

Every six months, as required by Massachusetts Drinking Water Regulations, the Town of Norwood performs backflow device testing as a fee for service program. Devices are tested and a report is given to the property owner. Follow

up tests are performed if the device failed the initial test. Repairs to backflow preventers are repaired by independent firm at the owner's expense. Reporting and management of survey and testing reports is the responsibility of the

Town of Norwood.
Conditions of the
system are reported to
the Mass DEP.

Leaf and Brush Curbside Pick-Up - Begins April 1, 2013

Leaf and brush pick up is provided every week on your regularly scheduled trash day from April through November.

Residents can also
drop off yard waste at
the Winter Street
Composting Facility
on Saturdays from
10:00 am to 3:30 pm.
NOTE: Resident
Sticker Required (see
Winter Street
Composting Facility

Regulations section for more information)

Please be aware
that factors beyond
our control - weather,
equipment

breakdowns,
emergencies, and
especially volume
during peak leaf
season - may cause
delays in the pickup
schedule.

Please remember:

- Paper leaf bags only - no plastic bags, no barrels or other containers
- 50 lbs. maximum weight

- No dirt, sand, sod, rocks or brush
- No rubbish or building materials
- Please keep the bags dry
 - Only leaf bags manufactured

specifically for leaf collection purposes will be picked up. They are readily available at most hardware stores, home centers, garden shops, supermarkets and at many other outlets.

The Public Works
Dept. no longer sells
leaf bags.

**Leaf and Brush
Pickup - Curbside**
pickup of leaf bags
and bundles of brush
began on April 1st.
Please have these
items curbside to be

picked up on your
regular trash day.
This pickup continues
through November.

For information
regarding the use of
rain barrels, including
local vendors please

visit:

<http://www.mass.gov/dep/water/resources/rainbarl.htm>

Norwood residents

may request free water conservation fixture kits (low flow shower heads, faucet aerators and dye tablets to detect toilet leaks) and educational information from the

MWRA. The Department of Public Works also has a limited number of these kits on site available to residents. Please click the link and select the

"Water Conservation Fixture Request Form".

http://www.norwoodma.gov/index.php?option=com_docman&task=cat_view&gid=239&a

[mp;Itemid=451](#)

Stormwater

Management

Postings

Documents